

Fig. 1

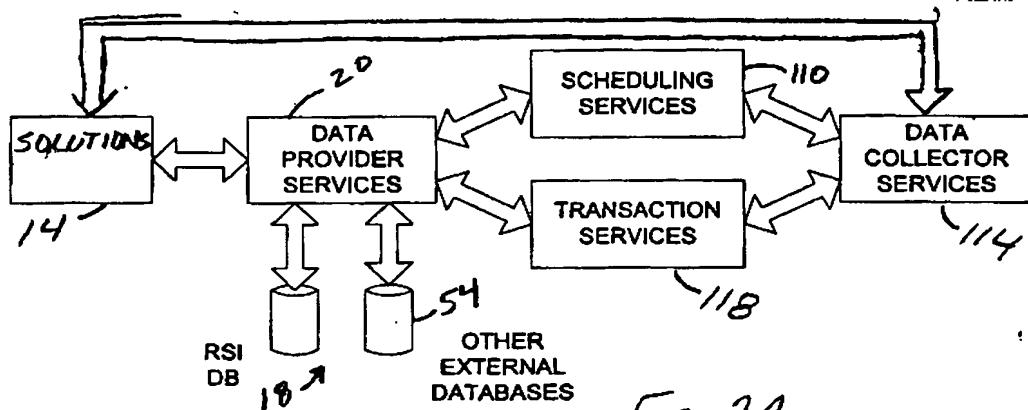


Fig. 2A

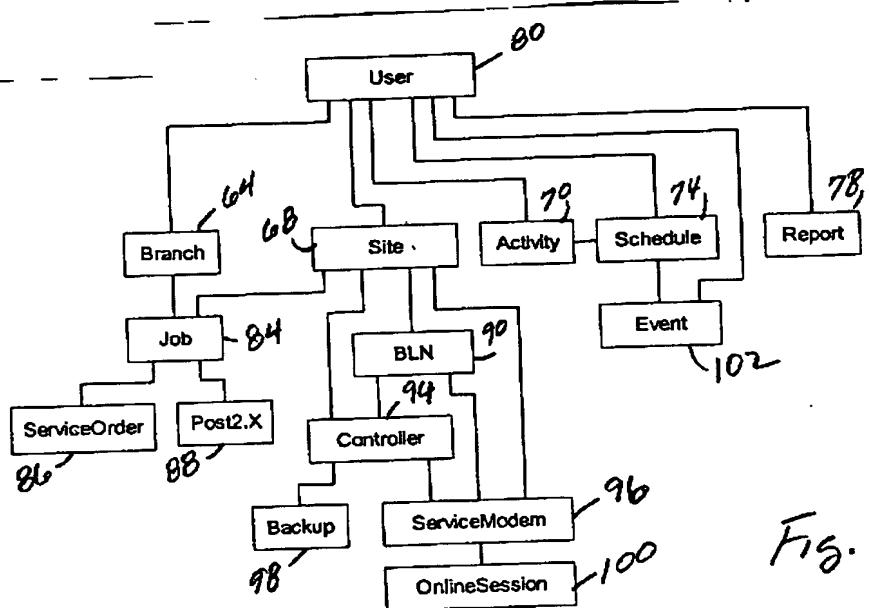
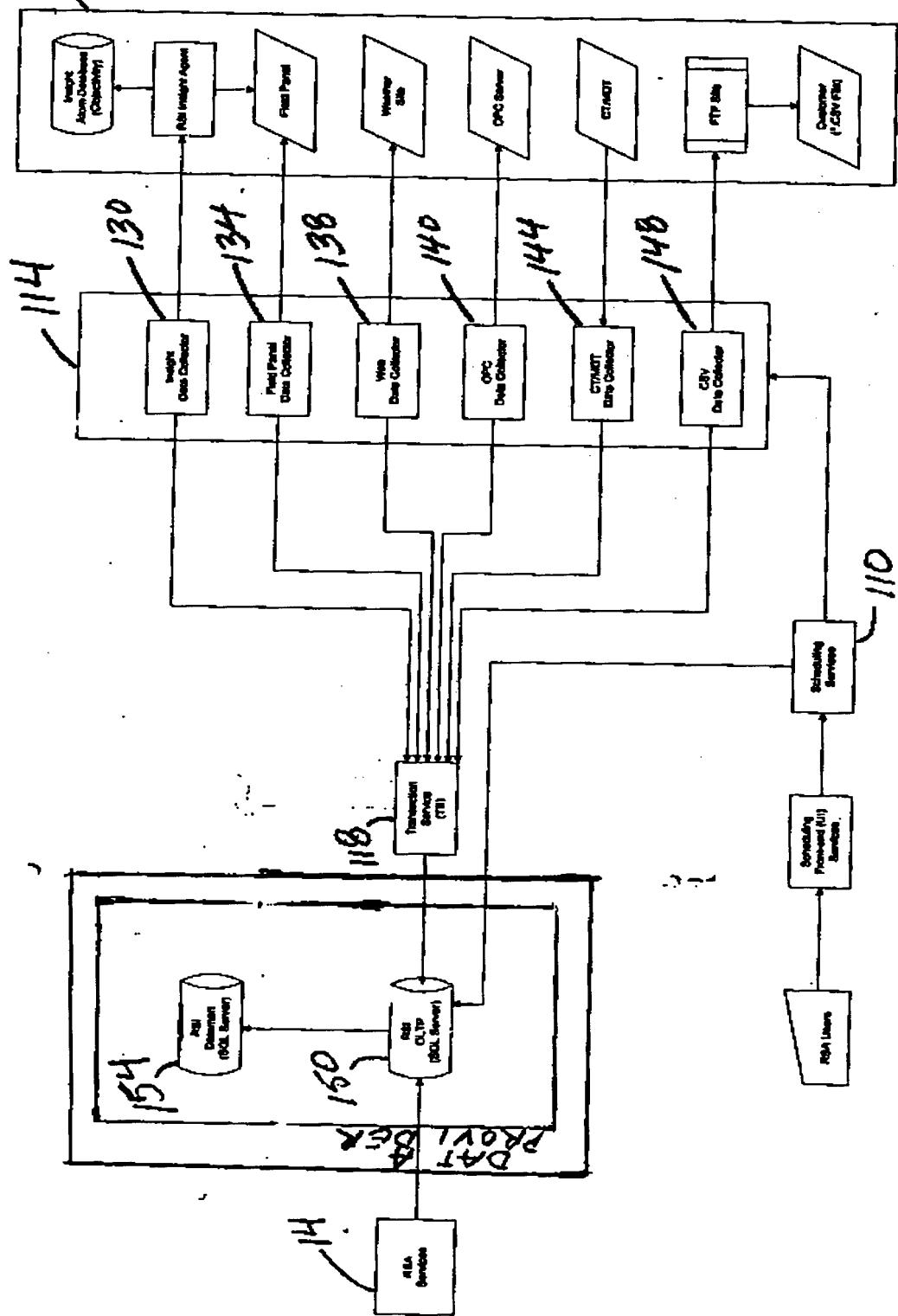
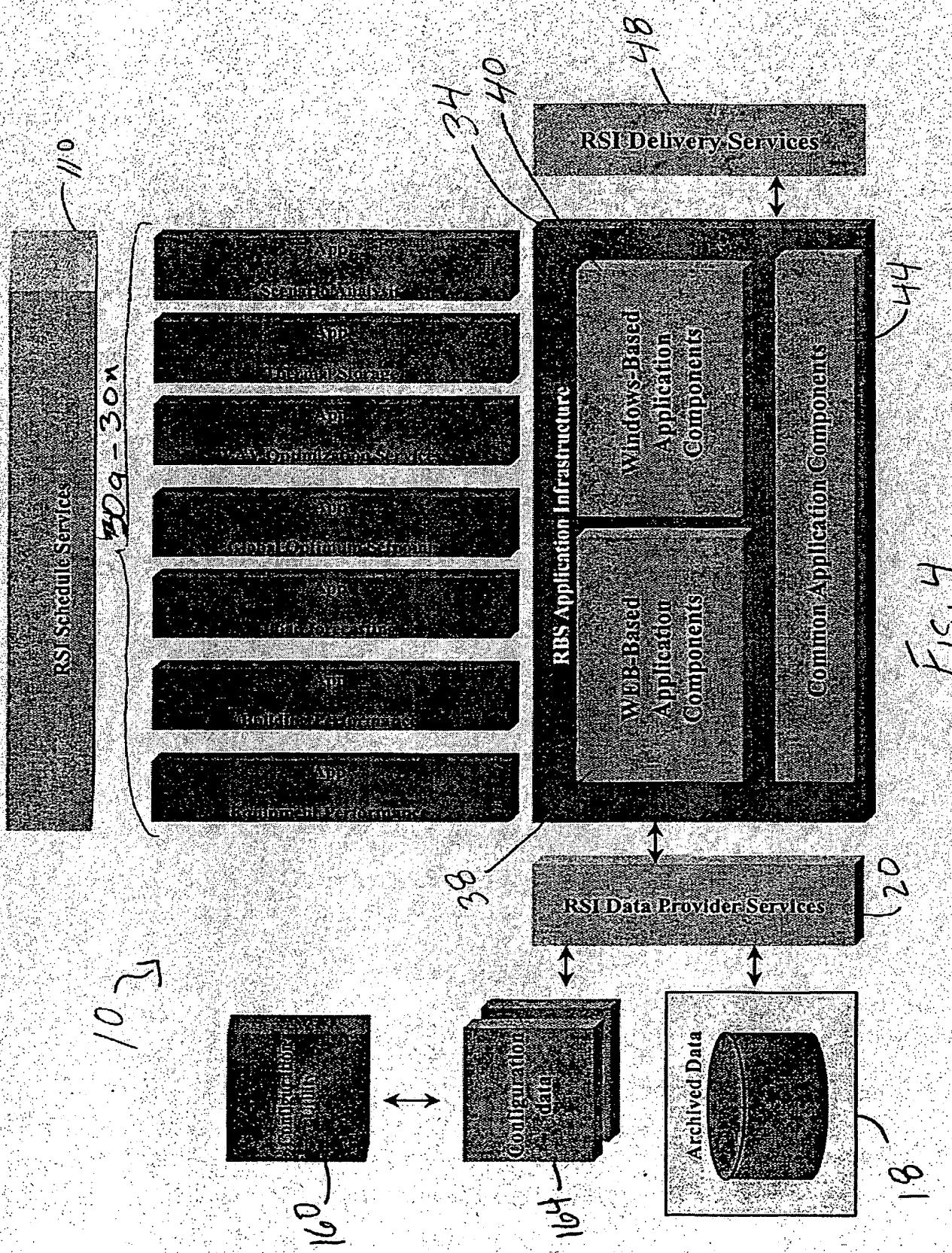


Fig. 2B

FIG. 3





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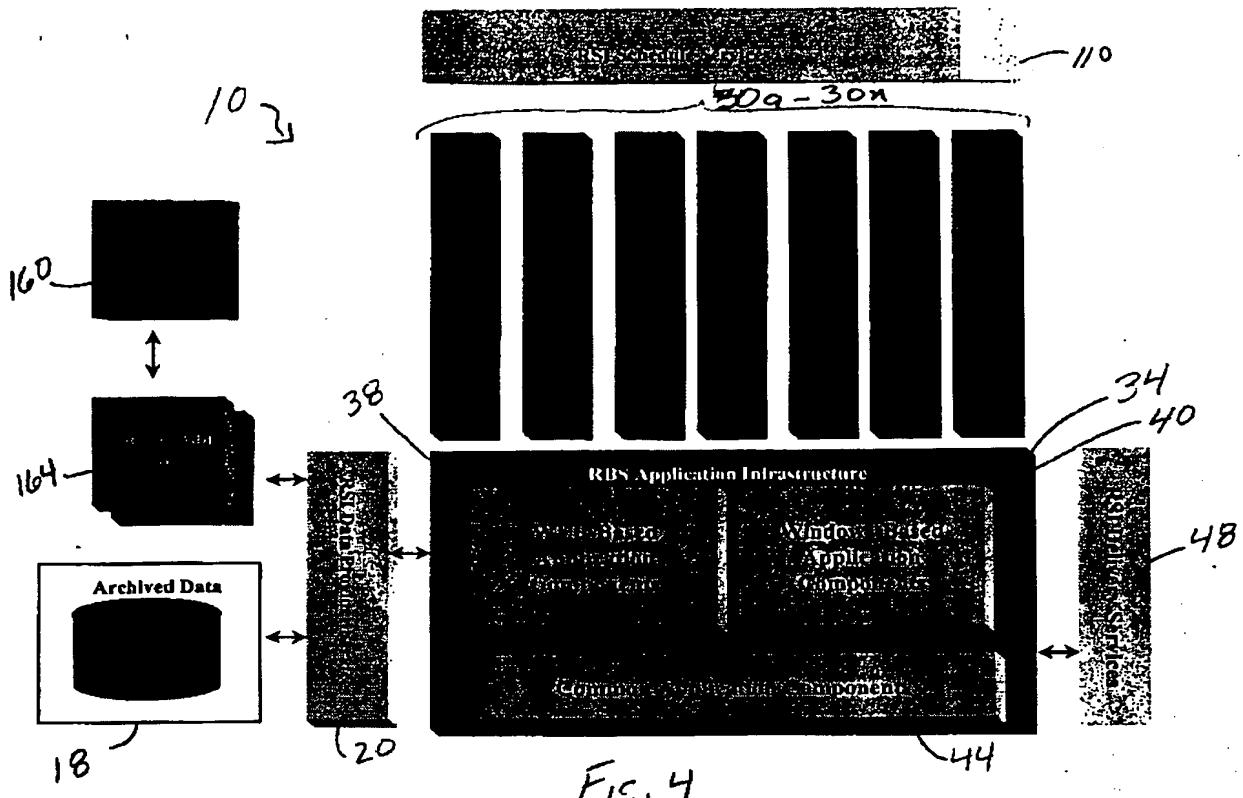


Fig. 4

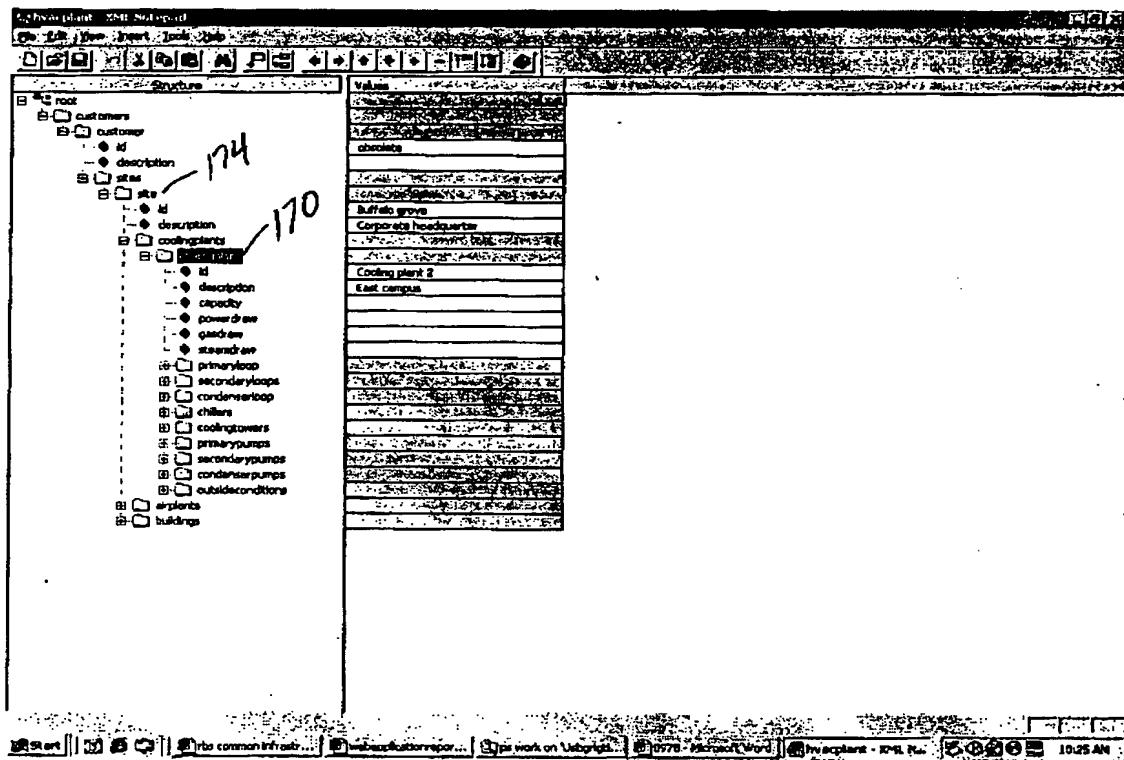


Fig. 5

Fig. 6

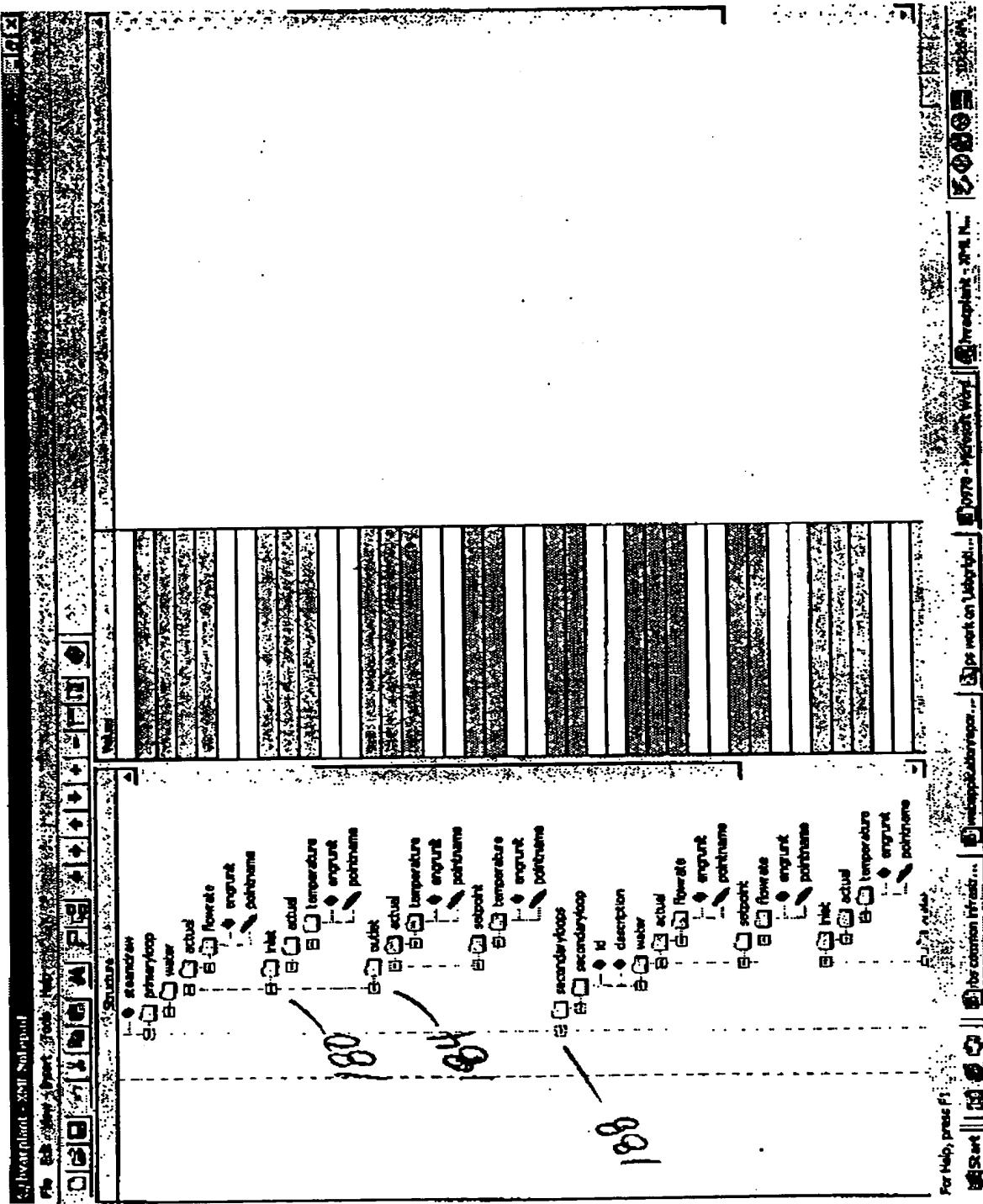
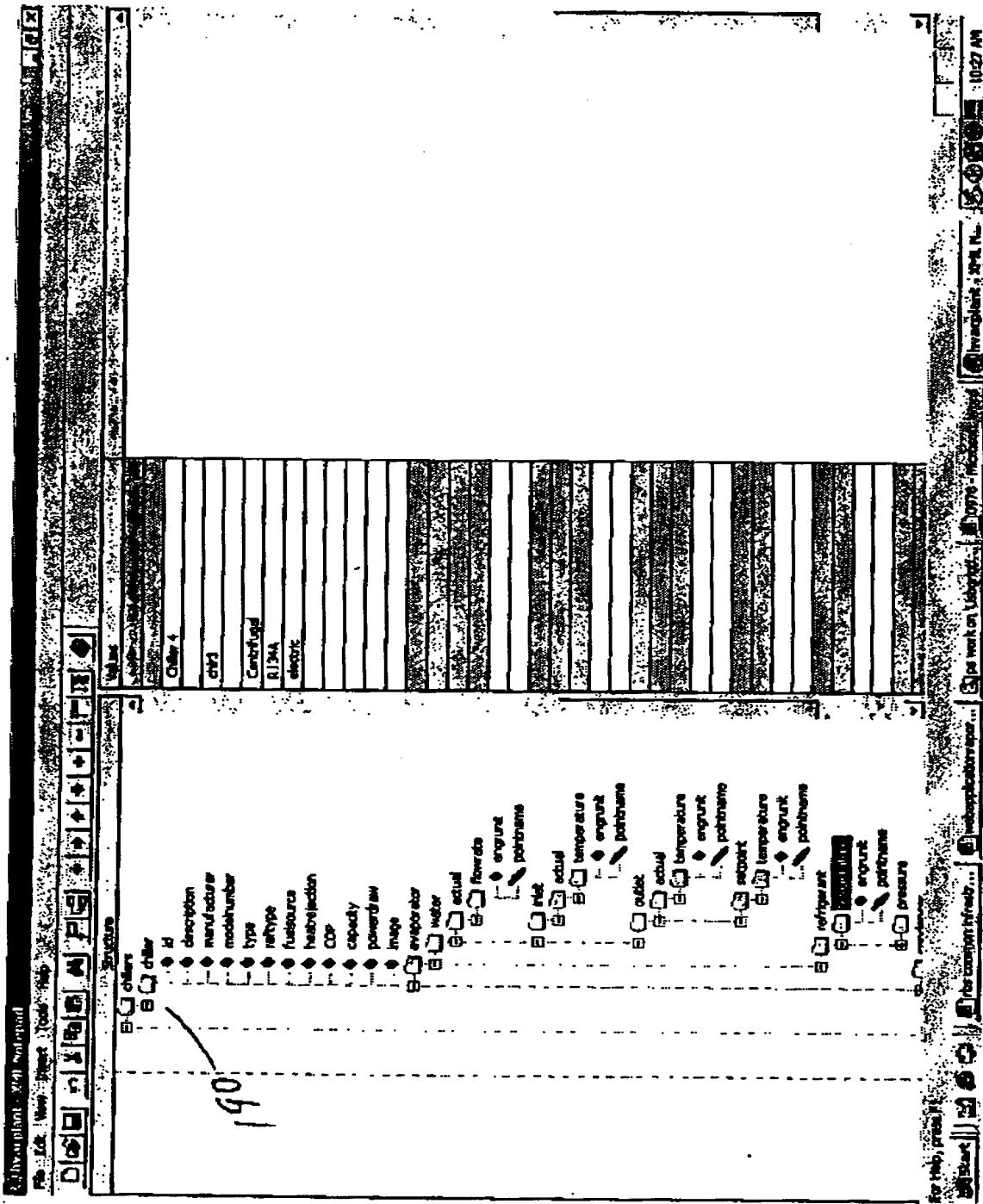


Fig. 1



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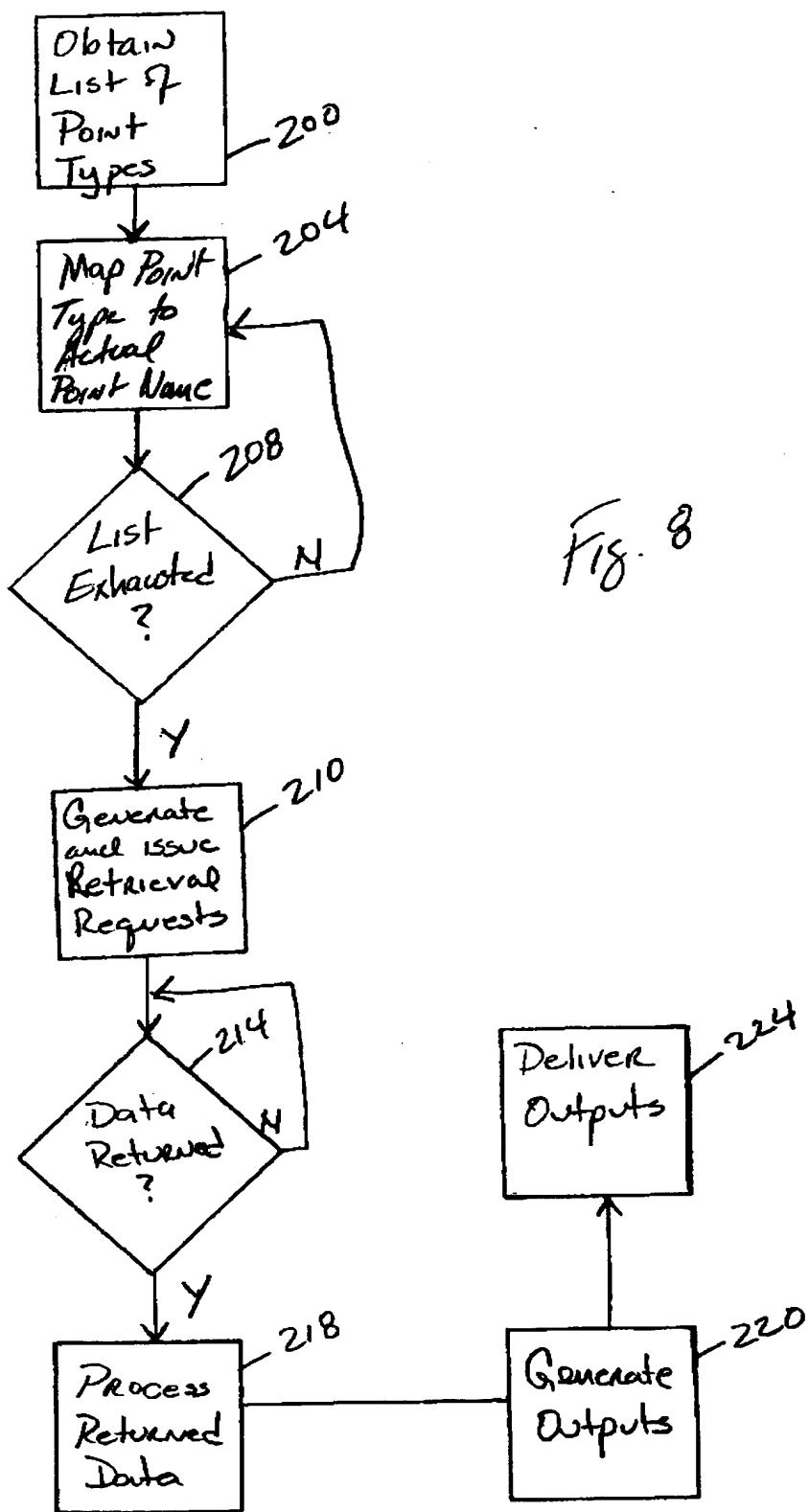
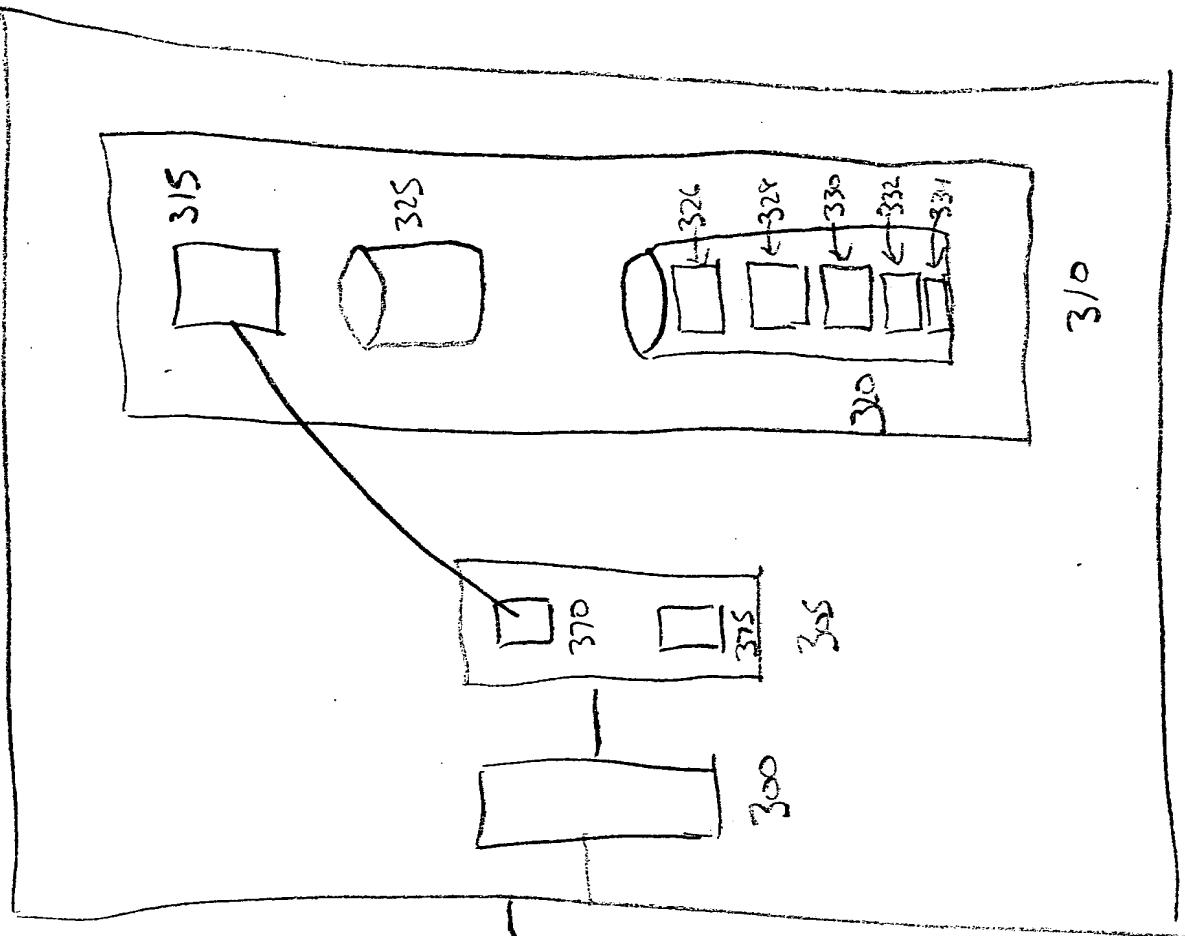
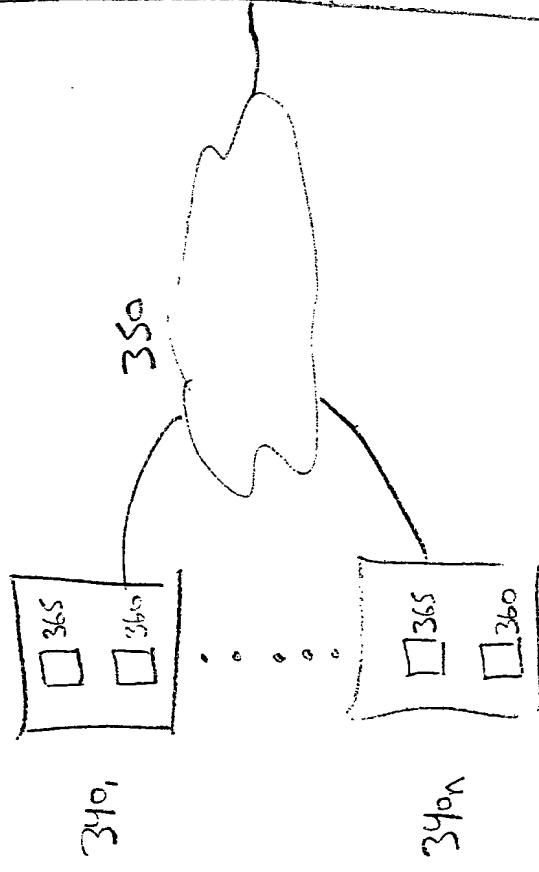


Fig. 8



48



F-16. 9


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[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[| Home |](#) >[Service Central](#) >[Service Activity](#)
[Request Service](#)

Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites - 446
 Request Service

Service Activity



The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open	►13	406
Closed	►150	410

Call Type

Preventive	►146	414
Corrective	►17	416 412

System

Fire	►18
HVAC	►56
Mechanical	►54
Security	►35

Detail

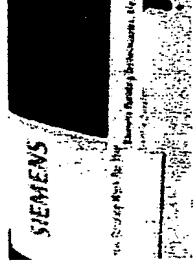
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site	Call Status			Call Type	Type	Number	Export to:
	Open	Closed	Preventive				.xls .doc ASCII
► SZ COLLEGE PARK {B320013}	►1	►0	►0	►1	HVAC	►1	
► SZ COLLEGE PARK {B320013}	►0	►3	►3	►0	Mechanical	►3	
► SZ EAST LIBRARY {B408013}	►0	►1	►1	►0	Mechanical	►1	
► SZ EAST POINT {B425013}	►2	►0	►0	►2	HVAC	►2	
► SZ EAST POINT {B425013}	►0	►1	►1	►0	Mechanical	►1	
►1-5 ►6-10 ►11-15 ►16-20 ►21-25 ►26-30				next →			



FIG. 10



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Request Service

→ Service Activity
→ Open Calls
Closed Calls

Custom Reports
TSP Contracts

Equipment

Sites
Request Service

→ Display Filter Criteria →

Open Calls
Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls).
Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15 Export to:

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/23/03	►030321-0852	Open	SZ MULTIPURPOSE (B251013)	REPLACE SCREENS	Preventive	Mechanical	200303974
4/18/03	►030307-3329	Open	SZ COLLEGE PARK (B320013)	PM	Preventive	Mechanical	200304780
4/18/03	►030416-0594	Open	SZ TOM LOWE (B229013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	►030416-0589	Open	SZ TOM LOWE (B229013)	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	►030416-0551	Open	SZ SOUTHWEST (B440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232
►1-5	►6-10	►11-15		→ Display Equipment / Contract No.			

→ Display Equipment / Contract No.

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500

F16, 11



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| Home | >> Open Calls >Service Order

→ Service Activity
→ Open Calls
Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

	Customer Name	Demonstration Customer
Service Order No.	030321-0852	Contract No.
PO Number	200303974	
Site	SZ MULTIPURPOSE {B251013}	System
Status	Open	Mechanical
Call Type	Preventive	Open Date
Request Type	fax	Closed Date
Problem Type	Repair or Replace Parts	
Call Priority	Next Scheduled Visit	

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	Resolution
REPLACE SCREENS FOR CIRCULATION PUMP STRAINER	

Further Information

Use the following links to get further equipment, call, or appointment information.

go to Equipment Call Log

Appointments

Equipment

The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

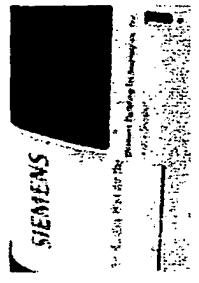
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F J G. D.



F J G. D.

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Service Central Fileshare Administration Log Out

| Home | >... >Open Calls >Service Order

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites



Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO No.	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE (B251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

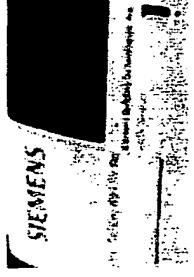
Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

100

F-16.13



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Search for... go >

site360

| Home | >> >> Closed Calls

Request Service

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts

Equipment
Closed Calls
→ Display Filter Criteria →

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178

Export to:

Sites	Order No.	Status	Site	Description	Call Type	System	PO No.
Request Service	4/16/03	►030307-3331	Complete	SZ EAST POINT (B425013)	PM	Preventive	Mechanical
	4/16/03	►030403-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire
	4/10/03	►030307-3327	Complete	SZ FAIRBURN (B323013)	PM	Preventive	Mechanical
	4/10/03	►030410-0128	Complete	SZ FAIRBURN (B323013)	CHANGE THE BELTS	Preventive	Mechanical
	4/9/03	►030307-3325	Complete	SZ SOUTHWEST (B440013)	PM	Preventive	Mechanical
	►1-5	►6-10	►11-15	►16-20	►21-25	►26-30	next →

→ Display Equipment / Contract No.

8/20

F-16, 14

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| Service | Fileshare | Administration | Log Out

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected.

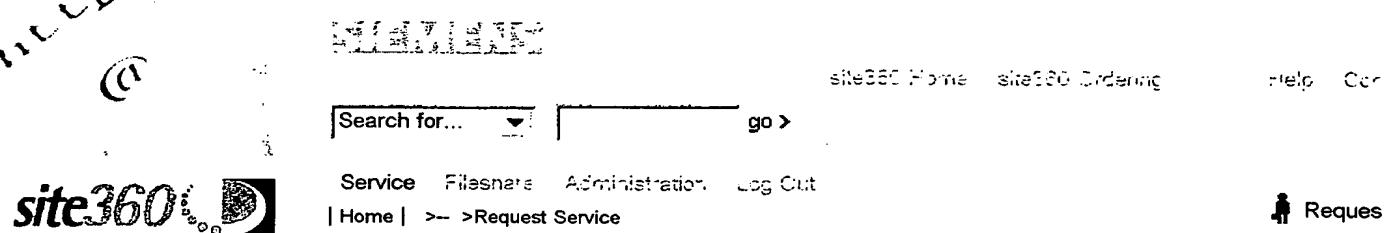
Clicking **Display Filter Criteria** enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 47

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.	Export to:
5/1/03	►030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC		
5/1/03	►030409-0307	Open	MURRAY MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC		
5/1/03	►030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC		

F-I G. 15

4/16/03 ►030409-0310 Open CONESTOGA HIGH SCHOOL PREVENTIVE MAINTENANCE Preventive HVAC SIGNED TSP
►1-5 ►6-10 ►11-15 ►16-20 ►21-25 ►26-30 next → → Display Equipment / Contract No. 700



Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type *	<input type="text" value="Request for service"/>
Priority *	<input type="text" value="Next Business Day"/>
Select Site *	<input type="text"/>
OR Enter Site	<input type="text"/> <input type="button" value="Load Site Equipment"/>
Select Equipment *	<input type="text"/>
OR Enter Equipment	<input type="text"/>
Location *	<input type="text"/>
Description *	<input type="text"/>
PO No.	<input type="text"/>

Last Name	Wallace
First Name	Michael
E-mail *	<input type="text" value="michael.wallace@siemens.com"/>
Phone	<input type="text" value="847-215-1000"/>


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[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[\[Home \]](#) [\[>Service Central \]](#) [\[>TSP Contracts \]](#)
[Request Service](#)
Service Activity
[TSP Contracts](#)
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports

Equipment
Sites
[Request Service](#)
TSP Contracts


The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status
1104
System
114
[Active](#)
1106
[▶1](#)
114
[Expiring](#)
1108
[▶2](#)
114
[Cancelled](#)
1110
[▶1](#)
114
[Expired](#)
1112
Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6
Site
112
Contract Status
Export to:

[.xls](#)

[.doc](#)

[System](#)
[Number](#)
[▶UPS 35 Glenlake Automation](#)
[▶1](#)
[▶0](#)
[▶0](#)
[▶0](#)
[▶1](#)
[▶1](#)
[▶UPS 35 Glenlake Fire](#)
[▶0](#)
[▶0](#)
[▶0](#)
[▶0](#)
[▶1](#)
[▶1](#)
[▶UPS 35 Glenlake Mechanical](#)
[▶1](#)
[▶0](#)
[▶0](#)
[▶0](#)
[▶1](#)
[▶UPS 55 Glenlake Automation](#)
[▶1](#)
[▶0](#)
[▶0](#)
[▶0](#)
[▶1](#)
[▶UPS 55 Glenlake FIRE](#)
[▶1](#)
[▶0](#)
[▶0](#)
[▶0](#)
[▶1](#)
[▶1-5](#) [▶6-6](#)
F16.17



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Siemens Building Technologies Home News

Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Active Contracts

Request Service

Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

Active Contracts

→ Display Filter Criteria →

Below is an overview of all active service contracts. Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Export to: .xls .doc ASCII

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
► MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
► PB-1394	1220	FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
► PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fir

→ Display Equipment

FILE 17


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 go >

[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[| Home |](#) >[Service Central](#) >[TSP Contracts](#) >[Expired Contracts](#) >[Individual Contract](#)

Request Service



Service Activity
 TSP Contracts
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 > Expired Contracts
 Custom Reports
 Equipment
 Sites
 Request Service

Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired		
Effective Date	2/1/02	SBT Branch	
Renewal Date	1/31/03	Secondary Contact	
Time to Renewal	-21 Days	Coverage Type	LABOR ONLY
Service Technician/ Account Engineer	Chris Howell	System	HVAC
Description	LABOR ONLY		

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1

.xls

.doc

ASCII

Item 1-1 of 1

Site

→ Equipment

UPS 35 Glenlake Fire

|MECH/SPEC SCHEDULING



F16.18



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Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment

Request Service

Service Activity
 TSP Contracts
 Equipment
 Sites
 Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site	Equipment or Services	Quantity	Location	Export to:	.xls	.doc	ASCII
Item 1-5 of 35							
UPS 35 Glenlake Automation	▶	1	CABINET 11	Asset ID	UPS35GL01	HVAC	
UPS 35 Glenlake Automation	▶	1	CABINET 12		UPS35GL02	HVAC	
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV *	1	INSIGHT 03		UPS35GL03	HVAC	
UPS 35 Glenlake Fire	▶ MECH/SPEC SCHEDULING	1			UPSF1	HVAC	
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT		UPS55GL01	HVAC	
▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30			next →				

F16.20



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Siemens Building Technologies Home News

Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >-->Individual Equipment

Request Service

Service Activity
 TSP Contracts
 Equipment
 Sites
 Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	1520
Equipment Quantity	1	Contract No.	► PB-1394
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	►021216-0836	1545

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	►020625-0966	1560
4/4/02	FULL COMPREHENSIVE	preventive	►0021032288	



1500

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[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
 | Home | >Service Central >Equipment >-->Individual Contract

Request Service

Service Activity
 TSP Contracts
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports

Equipment

Sites

Request Service

Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394
Status	Active
Effective Date	1/1/03
Renewal Date	12/31/03
Time to Renewal	313 Days
Service Technician/ Account Engineer	M. Kevin Mote

PO No.

SBT Branch	ATLANTA
Secondary Contact	Jacquelyn Brewer
Coverage Type	FULL COMPREHENSIVE
System	HVAC

Description	FULL COMPREHENSIVE
-------------	--------------------

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3



Item 1-3 of 3

Site

- ▶ UPS 35 Glenlake Automation
- ▶ UPS 55 Glenlake Automation
- ▶ UPS 55 Glenlake Mechanical

Equipment



CLIENT WORKSTATION REV *



Page 22



SIEMENS

Siemens Building Technologies Home News

Help Contact Us Sitemap

Search for... go >

ite360

Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 Selected Services

SP Contracts
 Equipment
 Sites
 Request Service

Service Central Fileshare Administration Log Out

[Home] >Service Central >Equipment >-- >Service Order

Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to Equipment Call Log

Appointments

Equipment

The table below lists equipment that was serviced on the selected order number.

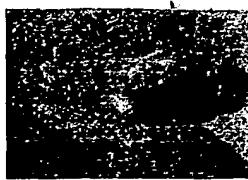
Item 1-3 of 3	Equipment	Export to:	.xls	.doc	ASCII
	Equipment Name	Quantity	Location	Asset ID	
		1	CABINET 11	UPS35GL01	
		1	CABINET 12	UPS35GL02	
CLIENT WORKSTATION REV *		1	INSIGHT-03	UPS35GL03	

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

126-23



SIEMENS

Siemens Building Technologies Home News

Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites

Request Service

Service Activity
ISP Contracts
Equipment
Sites
Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to: .xls .doc ASCII

Site

► Primary

► SZ COLLEGE PARK {B320013}

► SZ EAST LIBRARY {B408013}

► SZ EAST POINT {B425013}

► SZ ELECTION WSE {B804013}

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

1810



1800

F16.24



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[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[Home](#) >[Service Central](#) >[Sites](#) > [Individual Site](#)

Request Service

[Service Activity](#)
[SP Contracts](#)
[Equipment](#)
[Sites](#)
[Request Service](#)
Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK (B320013)	1930 Call Type	1965
1920	Call Status	▶ 1 1950	Preventive	▶ 3 1970
Open		▶ 3 1960	Corrective	▶ 1 1975
Closed			1940 System	▶ 3 1980
			HVAC	
			Mechanical	

Service Activity Detail

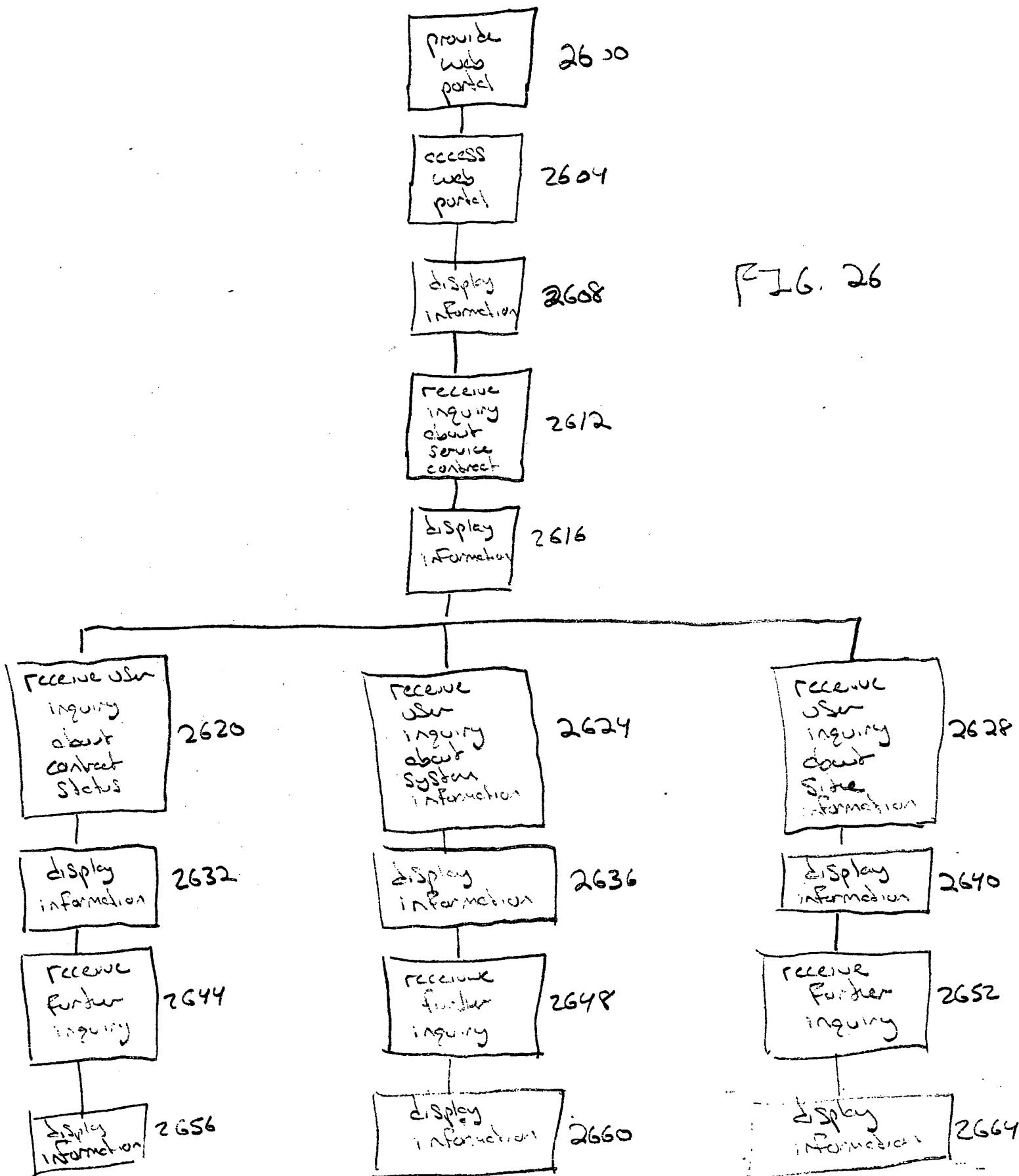
The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-4 of 4

Order No.	PO No.	Description
021001-0210	PC-02SC87314	ANNUAL CHILLER PM
021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN
021016-0068	PC-02SC87314	PM REPAIRS
030206-0002		this is a test for the call !*

Export to:				
Call Status	Call Type	Open Date	System	
Closed	Preventive	10/7/02	Mechanical	
Closed	Preventive	10/16/02	Mechanical	
Closed	Preventive	10/7/02	Mechanical	
Open	Corrective	2/6/03	HVAC	

F16.25



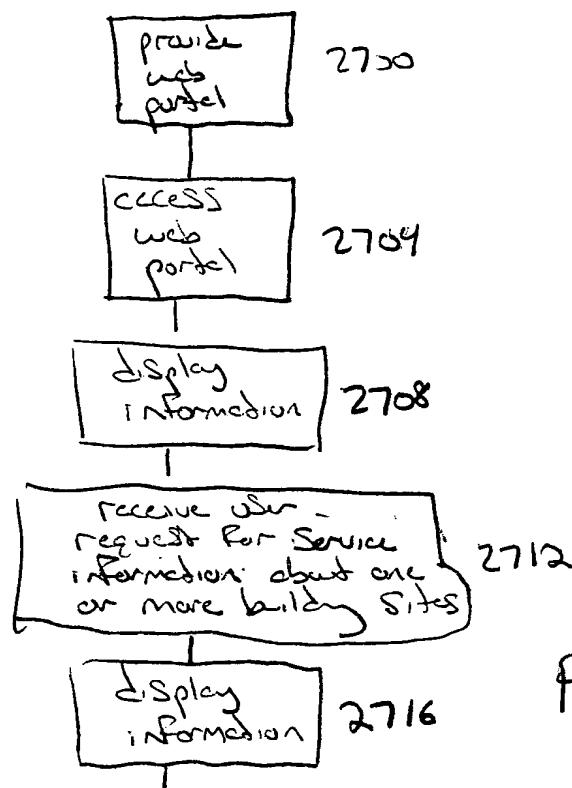
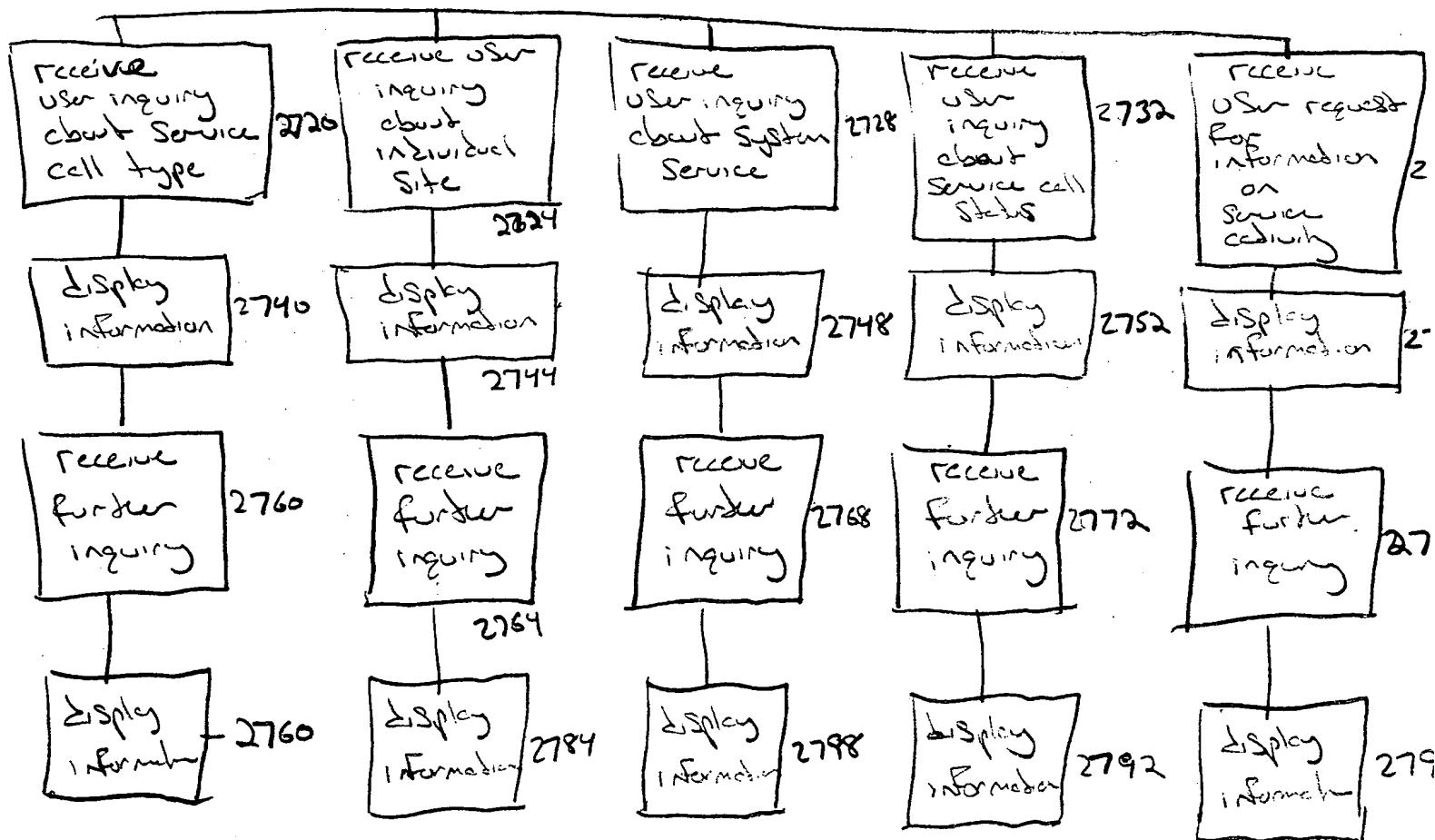
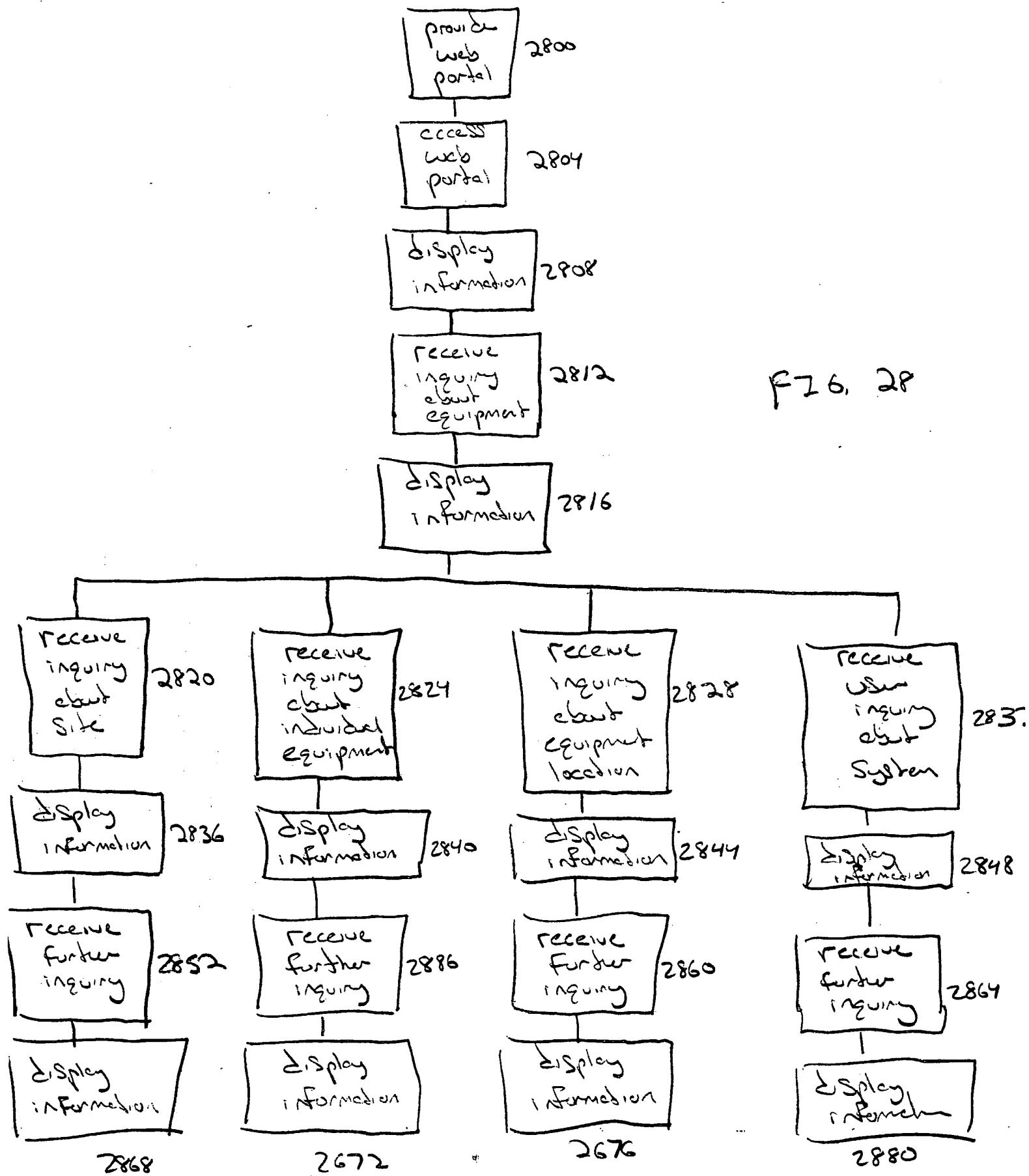
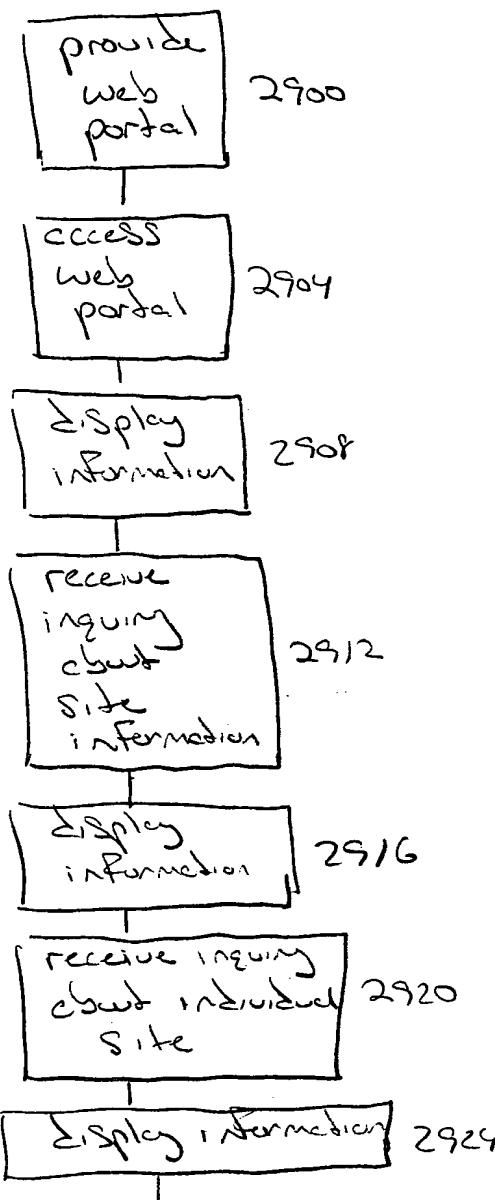


FIG. 27

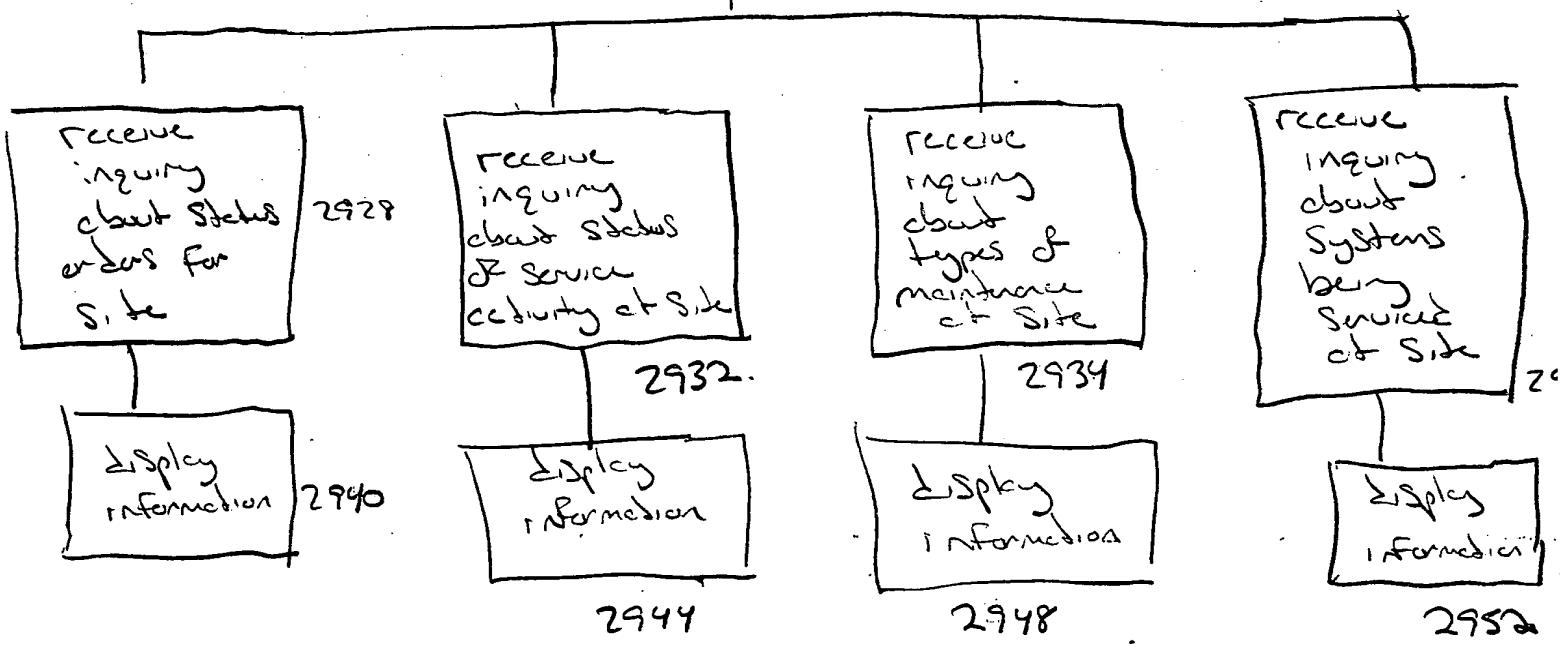


F16, 28





P2G, 29



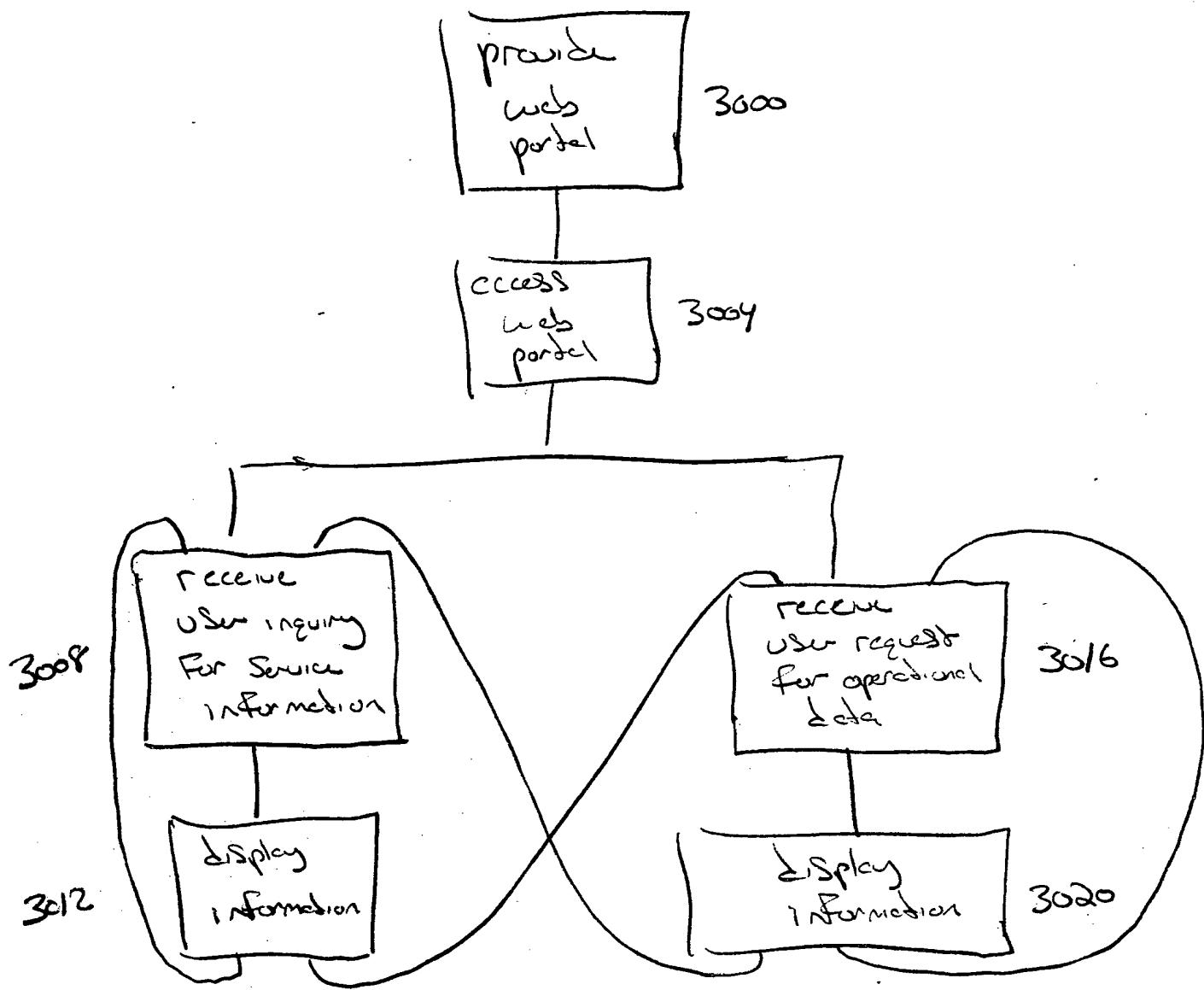


FIG. 30